

# Curriculum Vitae



## **Contact:**

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**Driving license:** B international license and local Saudi driving licence

**Phone:** +966 599063760

**Nationality:** Tunisian

**Civil Situation:** Married with 01 kid

## **Training:**

2015 Opera, Micros , Fidelio

2015 MC program

2015 First Aid Training

2015 Upselling Food & Drink, 9 guaranteed ways to make some money!

2015 YES I CAN workshop training with Radisson Blu

2015 Manage, Lead & Succeed Training

2016 Food, Safety Awareness

2016 Code of Business Ethic

2016 Experience Meeting & Events

2017 Sales Force Training

2014 Performance Management & Competency Based Interviewing Skills Training  
2014 Training “YES I CAN “with Radisson Blu.  
2013 Training management of quality ISO 9001  
2012 Training in El Mouradi Africa 5\* EX MERIDIEN HOTEL Hotel as Assistant F&B Manager.  
2009 Training in event agency "GALA": Organizing events as a project manager & banquet manager.  
2007 Training in the F&B department "ABOU NAWES TUNIS" Hotel” 5\*  
2007 Training in F&B department in "ABOU NAWES TUNIS" Hotel” 5\*  
2007 F&B & Housekeeping department in "Renaissance Tunis hotel” 5\*

### **Studies:**

2011-2012 Master Degree in Hospitality Management at IHEC Carthage.  
2008-2009 Hospitality management @ the Institute of Sidi Dhrif for Tourism.  
2005-2006 Bachelor in Mathematics. High School in El Alia.

### **Professional Experience:**

**- From January 2021 : Hotel Manager**

**Crown Tower Hotel 4\* in KSA :**

#### **Responsibilities:**

- Hotel Renovation Plan : Rooms relooking : Changing Curtain, carpet, sofa, installing new PBX system (private telephone network),
- Staff interviews and hiring process
- Overseeing Housekeeping, Engineering, Front Office, HR, Finance, Revenue, SPA & Sales Department
  - Plan Yearly Revenue Target
  - Project business opportunities to increase revenues
  - Plan, develop and implement training plan for line staff, supervisors and managers
  - Control departmental expenses budget throughout the year

- Conduct daily and weekly briefing to ensure smooth operation and improve all aspects of the hotel.
- Maintain safety and security standard.
- PNL, revenue and forecast meetings
- To monitor and follow up guest satisfaction indicators.

**- From April 2014 till October 2020 : Operations Manager**

**Radisson Blu Hotel Dhahran 5\* in KSA:**

**Responsibilities:**

- Hotel Pre-opening
- Hotel staff training: LSOPs for operational departments
- Staff interviews and hiring process
- Overseeing Housekeeping, Engineering, Front Office, HR & Sales Department
- In charge of F&B department (Restaurant, Coffee shop, Meeting rooms, Banquet Service, Room Service, outdoor catering, sales activities)
- Duty Manager Activities & in charge for all hotel operations in absence of General Manager.
- Reviewing Monthly Budget, P&L Statement, End of Month Report, conduct Revenue Meeting, daily briefing, Monthly operation meeting.
- QPR champion (in charge for quality performance review)
- Green Key Label Champion (in charge for green key label certification)
- One Touch Service implementation project manager
- YES I CAN program trainer
- “Supervisory Leadership Journey” Coach
- Responsible Business hotel Coordinator

**Achievements:**

- Manager of the year 2015
- Awarded by GCC Olympic Games “Dammam 2015” for event organization
- Nominated F&B hotelier award Middle East 2015

- In 2019 increase hotel occupancy vs LY by 9%
- Increase RGI from 92 to 99
- Reduce HLP by 2% vs LY

**- 2017 F&B Manager: Task Force : Radisson Blu Resort, Half Moon Bay 5 \*:**

**Responsibilities:**

- Hotel Pre-opening
- Hotel staff training: LSOPs for operational departments
- Staff interviews and hiring process
- In charge of F&B department (Restaurant, Coffee shop, Meeting rooms, Banquet Service, Room Service, outdoor catering, sales activities)
- Duty Manager Activities & in charge for all hotel operations in absence of General Manager.
- Pre-opening budget
- Full setup of recreation area & hiring appropriate staff
- Full setup of this department, standard implementation & F&D consultant

**Achievements:**

- Full implementation of company standard
- YES I CAN 100% hotel staff strained
- Food safety and security F&B 100% trained STAFF
- Grand opening ceremony event with owners VIP service

**- 2015 Assistant F&D Manager: 04 months task force at Park inn by Radisson Dammam 5\* KSA**

**Responsibilities:**

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- Full setup of this department, standard implementation & F&D consultant

**Achievements:**

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**From April 2013 till March 2014 F&B Manager in TAJ SULTAN VINCCI 5\* Hotel**

**Responsibilities:**

- Responsible for operational daily work and financial figures for mini bar & room service of 252 rooms
- Supervising day to day, 03 restaurants & 5 bars: daily meeting & briefing with highlight of main focus point to be achieved
- Manage team of 40 employees
- Anticipate and attend to guests needs in all F&B outlets and ensure maximum guest satisfaction at all times
- Meet guests regularly, listen to and discuss their preferences so as to ensure the best possible fit between guests' requirements and services provide
- Promote incremental sales revenue in the F&B department
- Prepare yearly F&B operating and CAPEX budgets
- Monitor F&B budgets and costs as per company policy
- Control inventories of Food and Beverage commodities, small equipment and other consumables
- Ensure adequate yield and profitability of F&B operations

**Achievements:**

- Diversity of theme nights
- Creating a diversity of F&B packages resulting increase in restaurants revenue
- Increase of Quality index (trip advisor & hotels.com ranking)

- From June 2011 till March 2013

**Assistant F&B Manager in EL MOURADI AFRICA 5\***

- 2011- 2012 Assistant Manager in event agency "GALA"
- 2010- 2012 Professor F&B trainer in school "VAGA TOP".
- 2010 – 2011 Banquet Manager in event agency «GALA”.
- 2010 Head waiter in "LE PACHA" 4\* Hotel in Tunis.
- 2009 - 2010 Restaurant Manager in touristic Restaurant in Tunis: “TONTON CITY".
- 2006 -2009 Senior Captain "National Services and Residences Company” during official visits of different Presidents

**Knowledge:**

Office: word processing, spreadsheet, Microsoft Office, Opera, micros Fidelio,  
MC program

**Languages:**

- French: excellent
- Arabic: excellent
- English: excellent